

**OPIOID TREATMENT ACCREDITATION TECHNICAL ASSISTANCE PROJECT  
(OTATAP)**

***OPERATIONALIZING CULTURAL COMPETENCE IN TREATMENT SERVICES***

**DAY ONE AGENDA - MORNING**

Day One: 8:00 a.m. - 4:30 p.m.

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| 8:00 a.m.  | Registration and Continental Breakfast  |
| 8:30       | Module One: Introduction to the Workshop <ul style="list-style-type: none"><li>• Welcome</li><li>• Facilitator Introductions</li><li>• Overview of OTATAP</li><li>• Workshop Logistics</li><li>• Purpose and Objectives of the Workshop</li><li>• What This Training Is and Is Not</li><li>• Participant Introductions and Expectations Exercise</li><li>• Workshop Agenda</li><li>• Housekeeping Rules</li><li>• Participant and Resource Guides</li></ul> |
| 9:30       | Module Two: A Framework for Cultural Competence <ul style="list-style-type: none"><li>• Definition of Terms and Concepts Exercise</li></ul>   |
| 9:45       | Module Three: The Business Case for Cultural Competence <ul style="list-style-type: none"><li>• Review of National Academy of Sciences' Institute of Medicine Research Findings</li><li>• Overview of OTATAP Focus Group Results</li><li>• Business Case Exercise</li><li>• Consequences of a Lack of Cultural Competence</li></ul>   |
| 10:45      | Break   |
| 11:00      | Module Four: Individual and Group Barriers Cultural Competence <ul style="list-style-type: none"><li>• Dimensions of Diversity</li><li>• The Cultural Identity Exercise</li></ul>   |
| 12:00 Noon | Lunch (On Your Own)   |

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**DAY ONE AGENDA - AFTERNOON**

1:00 p.m.	Module Five: Assessing an Organization's Cultural Competence <ul style="list-style-type: none"><li>• Benefits of an Organizational Assessment</li><li>• The Effective Assessment Process</li><li>• National Standards for Cultural Competence in Healthcare</li><li>• Organizational Assessment Exercise</li></ul>
2:45	Break
3:00	Module Six: Planning for Change <ul style="list-style-type: none"><li>• Developing an Organizational Assessment Plan</li></ul>
4:00	Module Seven: Day One Closing Activities <ul style="list-style-type: none"><li>• Day One Summary and Wrap-Up</li><li>• Pluses and Wishes Exercise</li><li>• Announcements</li></ul>
4:30	Closure

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**DAY TWO AGENDA - MORNING**

Day Two: 8:00 a.m. - 4:30 p.m.

8:00 a.m.	Sign-In and Continental Breakfast
8:30	Module One: Day Two Opening Activities <ul style="list-style-type: none"><li>• Summary of Day One</li><li>• Overview of Day Two Agenda</li><li>• Logistical Announcements</li></ul>
8:45	Module Two: Providing Culturally Competent Care <ul style="list-style-type: none"><li>• Culturally Competent Care Role-Plays</li><li>• Factors to Consider in Culturally Competent Care</li></ul>
10:00	Break
10:15	Module Three: Improving Language Access Services <ul style="list-style-type: none"><li>• Barnga Simulation</li><li>• Stumbling Block to Cross-Cultural Communications</li><li>• Addressing Cross-Cultural Conflict</li></ul>
11:30	Lunch (On your own) and Hotel Check-Out

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**DAY TWO AGENDA – AFTERNOON**

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|-----------|---|
| 1:00 p.m. | Module Four: Creating Organizational Support for Cultural Competence  |
|           | <ul style="list-style-type: none"><li>• Board</li><li>• Staff</li></ul>   |
| 2:15      | Break   |
| 2:30      | Module Five: Drafting a Cultural Competence Strategic Plan  |
|           | <ul style="list-style-type: none"><li>• Individual or Small Group Planning Activity</li><li>• Large Group Discussion</li></ul>  |
| 4:00      | Module Six: Workshop Closing Activities   |
|           | <ul style="list-style-type: none"><li>• Summary and Wrap-Up of the training</li><li>• Logistical Announcements</li><li>• Participants' Evaluation of the Workshop</li><li>• Closing Remarks</li></ul> |
| 4:30      | Closure   |